



Permitting Improvement Project Report Apr 2006



Recent Accomplishments

Leadership

- Hired new Director and Assistant Director for the Bureau of Buildings, and new Directors for the Arborist and Inspection's Divisions
- Enhanced Zoning Code Review Task Force and developed and initiated code re-writing work plan

Technology

- Launched **permit status** online viewing capability
- Linked professional certifications to Secretary of State database making approval process faster
- Established dedicated phone triage for zoning inquiries
- Provided additional online forms

Customer Service and New Business Processes

- Published analysis of base-line customer survey results
- Hired 3rd party plan review firm to eliminate residential backlog
- Consolidated fee payment for all building permits

Facilities

- Completed programming analysis for new permitting facility
- Developed plan for relocation of inspectors and co-location of zoning and site development

Next 90 Days Deliverables

Leadership

- Conduct internal Project Assessment
- Implement BOB retreat with new Directors

Technology

- Finalize field automation testing for Inspectors
- Enhance on-line permit status features with detailed comments
- Create on-line zoning verification capability

Customer Service and New Business Processes

- Develop workshops to prepare for implementation of HB1385
- Design plan to make GIS system the official zoning data source
- Implement business process change to eliminate bottleneck on SAP and subdivision reviews

Facilities

- Co-locate Zoning and Site Development divisions within the Bureau of Buildings
- Relocate Inspectors to Garnett Building